



## Department of Child Services DCS Hotline Fact Sheet July, 2011

### How We are Performing

Total Number of Calls Handled During July	11,421
Average Number of Calls per Business Day	472
Average Number of Calls per Weekend/Holiday	191
Average Speed of Answer for Law Enforcement with Access Code	43 Seconds
Average Speed of Answer for non-law enforcement calls	2 minutes, 15 Seconds
Average Length of Time Callers Spent Speaking with an Intake Specialist	11 minutes, 38 Seconds
<b>Total Number of Calls Received Year to Date</b>	<b>83,880</b>

